



# CONVERSION 2000: Y2K

ARE YOU READY?

Developed by:



NIST  
MANUFACTURING  
EXTENSION  
PARTNERSHIP

**A Cooperative  
Program from:**

United States  
Department of Commerce

United States  
Department of Agriculture

United States  
Small Business Administration

**B**y now, you've heard plenty about the Y2K issue. In fact, you might even be tired of listening to all of the horror story scenarios. But, soon the calendar will turn, and as a business owner, you owe it to yourself and your company to make sure you're in the best possible position when it happens.

The good news is there is still time to take action. The not-so-good news is if you choose to do nothing, you could be putting your firm at great risk. To date, millions of small businesses across the country have done nothing to prevent Y2K problems. Some of these businesses are expected to fail because they have chosen to ignore the warnings.

It is important to take the steps today that will pay off for you later. There's still time to position your business and your systems to minimize the effects of problems you may encounter when Y2K "hits."

Not sure where to begin? Give a call to any of the following sources for assistance with contingency planning and Rapid Response Management. At the National Institute of Standards & Technology (NIST), the Y2K Help Center for Small Business can be reached at 800-Y2K-7557, or contact your local NIST Manufacturing

Extension Partnership (MEP) center at 800-MEP-4MFG.

A local Small Business Administration (SBA) office can be reached by calling 800-8-ASK-SBA, or contact your local U.S. Department of Agriculture (USDA) Cooperative Extension office.

## Contingency Planning

Year 2000 contingency planning is the process of anticipating how and when systems may fail or face disruptions as a result of Y2K-induced problems. It is critical that you consider the potential impact these disruptions may have on your organization, and that you develop alternative approaches that will help keep your business running.

### Y2K Jumpstart Kit

Where do you start? We suggest as a first step you call for our Y2K Jumpstart Kit. This Kit includes a Self-Help Tool, contingency planning guide and contingency planning template.

These tools will help you to complete an inventory of your firm's assets and to gauge which systems are most susceptible to Y2K problems. By doing this, you'll be able to develop procedures for each phase of a contingency planning process, including potential remediation activities to pursue. The template is a simple form you can use to plan normal, emergency response, alternative, and restoration contingency procedures.



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## Rapid Response

Rapid Response Strategies are time-critical, action-oriented, damage control and recovery procedures that are designed to help businesses like yours quickly mitigate losses and address Y2K failures. It is important to note that they are NOT intended as a substitute for prior contingency planning. What these strategies will do is enable you to quickly respond to unexpected Y2K failures. How? By helping to make the unexpected expected.

### Rapid Response Management Tool

This software tool will lead you through a five-step Rapid Response Management process. It is intended to assist anyone facing a Y2K-related hardware, software, or embedded system failure. This tool is available for download from the Y2K Help Center web site at [y2khelp.nist.gov](http://y2khelp.nist.gov).

### Rapid Response Sourcebook

You'll find this sourcebook to be a helpful tool. It contains free information on failure modes and remediation methods for hardware, software and embedded systems that are commonly used by small businesses and manufacturers. We're continually updating the sourcebook. It is also available to you online at [y2khelp.nist.gov](http://y2khelp.nist.gov).

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## Get the Help You Need Right Now

You are not alone in facing these issues. And, most importantly, you do not have to face Y2K problems by yourself. There is a lot of help available to you.

MEP, SBA, and USDA's nationwide networks of service providers are comprised of staff members who have specific knowledge and experience in helping small businesses develop contingency plans and responses to Y2K failures. These people are available to you throughout the year.

### Y2K Help Center for Small Business

If all you remember is one phone number, make this the one: 800-Y2K-7557

Calling this number will connect you to the Y2K Help Center for Small Business. Here, analysts will guide you through the Self-Help Tool's contingency planning process and Rapid Response Management methodology. The Help Center can also provide sources of remediation information. So, when you have a question, call 800-Y2K-7557, send e-mail to [y2khelp@nist.gov](mailto:y2khelp@nist.gov), or visit us at [y2khelp.nist.gov](http://y2khelp.nist.gov).

### Consumer Information

For the latest word on how Y2K could affect government services, banks, even household appliances and other aspects of daily life, call 888-USA-4Y2K or visit [www.y2k.gov](http://www.y2k.gov).

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